NGA LLP UPDATE
WJTSC 09-02

Worldwide Joint Training and Scheduling Conference / Lessons Learned Working Group 09-02

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This briefing is UNCLASSIFIED

Outline

- NGA …who we are and how NGA LLP relates
- Running the Business
- Tools
- Results
- Take-Aways

NGA LLP

- Provides common language, process, and system for identifying, resolving, and reporting best practices and areas for improvement.
- Provides a venue to integrate lessons and a means to aggregate key tactical and strategic lessons for Senior Leadership.
- Promotes LL sharing and collaboration across NGA, the Joint and Intelligence Communities, and with Whole of Government as appropriate

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NGA LLP Mission and Objectives

- *Mission:* The NGA LLP facilitates the corporate benefits derived from Lessons Learned processes, supporting the NGA mission, vision, and agency goals.

- *Objective:* The NGA LLP facilitates organizational sharing of observations and experiences to incorporate best practices and reduce barriers to optimum performance and supporting business processes.

- *Goals:* Policy, data discovery, data review and editing, validation, issue management, reporting…

National System for Geospatial Intelligence

Federal Organizations

Armed Services

Combatant Commands

Intelligence Agencies

International Partners

NGA LLP outreach, processes, tools, and communication touch entire NSG.

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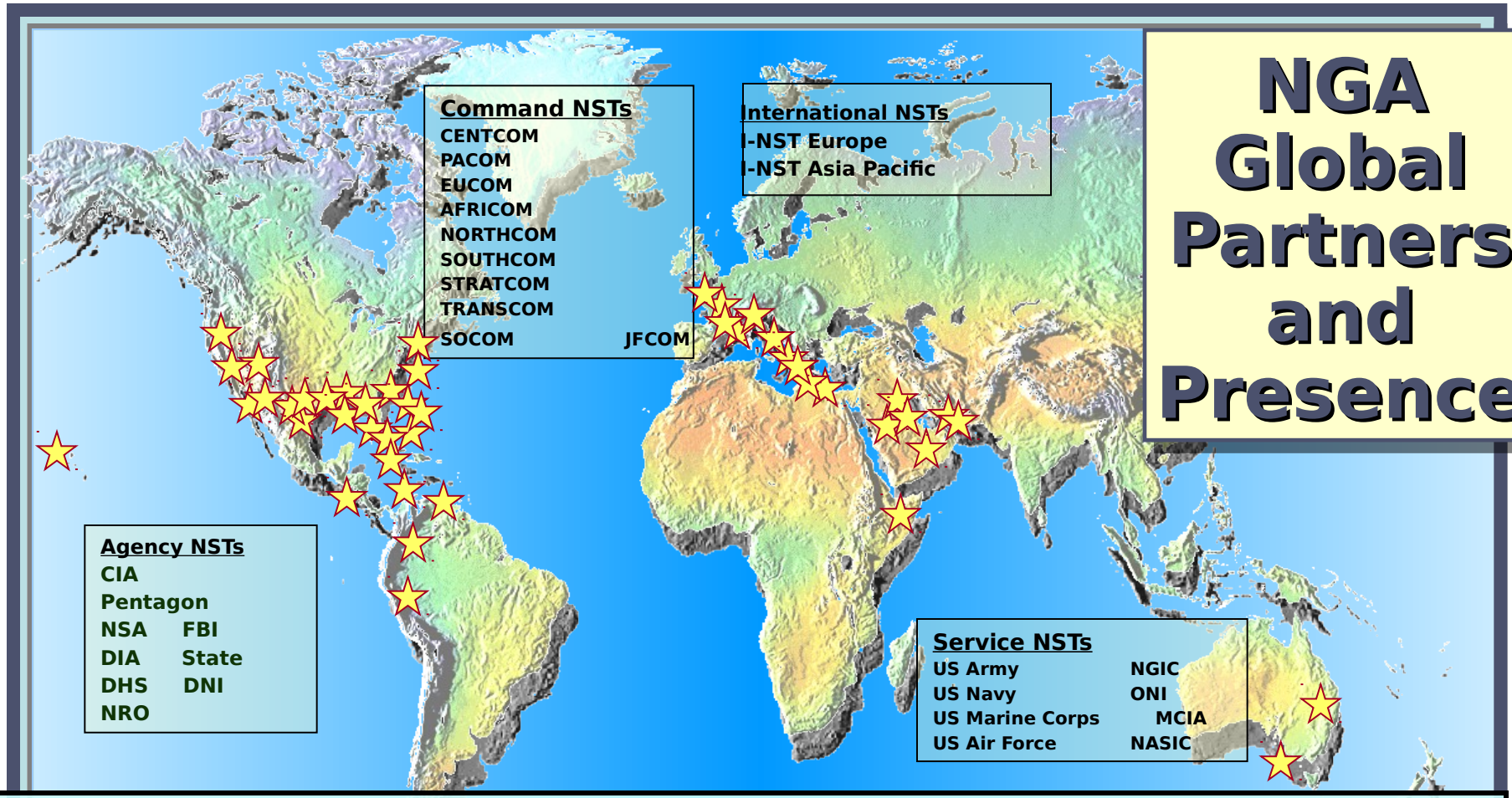

NGA Global Partners and Presence

Challenges – acquire, organize, and analyze Lessons Learned reporting.

NIPR JLLIS needed for Releasability, Discoverability, Global Partnerships.

Embedding analytic support with mission partners
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THE UNITED STATES OF AMERICA

NGA Support to Current Operations

- **NGA Support Teams (NSTs)** **Collaboration Between LLPMs**
  - **Provide on-site GEOINT support to:**
    - ***COCOMs, Services, and National Agencies***
- **GEOINT Support Teams (GSTs)** **30+ new O&Rs *in JLLIS***
  - **Provide integrated forward-deployed GEOINT support to combat operations**
    - ***From Force commanders (MNF-I, ISAF) to Brigade Combat Teams***
- **NGA Reach-Back Teams** ***Hurricane AARs and Issue Mgt***
  - **Provide a robust two-way GEOINT support link between NGA's regional and functional analysis offices and the NSTs and GSTs**
- **NGA Crisis Support Teams** ***Hurricane AARs and Issue Mgt***
  - **Provide ad-hoc GEOINT support to short-notice contingency operations**
    - ***Natural disasters***

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NGA LLP: Running the Business

- **Community, Collaboration, Culture**
  - **Like a Business…program, budget, comms, …**
  - **Transparency / Confidentiality**
  - **Inclusion / Discernment**
  - **Closing The Loop**
  - **Work with People where they are at in LL experience**
- Revised NGA Policy Notice
  - Reflects NGA LLP as Agency-Wide
  - Socialized prior to official leadership coordination
  - Stimulates official NGA Instruction
- These concepts and actions are interwoven with **Process and Training Design**

NGA LLP: Running the Business

- SOPs/CONOPS for LLP and Work Force
- Communication and Marketing Plan
  - **Awareness, Participation, Enthusiasm**
    - » **NGA LLP Blog in intranet**
  - **Web Presence: Keep it simple but be pervasive**
    - » Socialization of Notices, Instructions, CONOPS
    - » **Director Mandate / Grass Roots**

It's all interwoven to create the fabric of the NGA LLP.

Tools

- **LLOS** tailored and generic
- After Action Reports and Other LL Reporting
- LLDBs
  - **JLLIS DEV**
  - **JLLIS NIPR (in work)**
  - **JLLIS SIPR** (our working database and KM tool)
  - **JLLIS JWICS (on the horizon),** Microsoft Access DB

Results

- COLD START-3: NGA LLP and processes integrated in planning, 27 submissions, AAR posted, NGA LLP collects Status Reports
- **COLD START-4: NGA LLP and LL processes were integrated in planning, PARTICIPANTS asking each other to submit O&Rs during the process, Exercise Agent and LLP working cohesively to develop post-AAR improvement plans**
- 2009 Presidential Inauguration – org spontaneously performed a Hotwash and produced a simple AAR for posting in JLLIS.
- **Hurricane Season 2008: Office of the Americas w/ Deployers: O&Rs, AAR, LLPOC, participated in exercises, diligently incorporating LL processes for improved support to DHS-FEMA**
- **Business Continuity** office integrated LL processes in its exercises, reporting, and issue management. Ran highly successful pandemic influenza TTX **prior to H1N1.**
- Post Deployment org has 31 O&Rs "Pending" in JLLIS. Working with org to review its LL processes and get these O&Rs validated.
- Exercise branch new AAR mindset – Terminal Fury and beyond
- **Common ground established with Historian and Analytic Quality and Source Quality**

Then . . .	And Now. . .
"Flavor of the Month" burnout: Quality, TQM, Quality Circles,	"Quality" domain defined: ISO and Quality of Analysis and Reporting
Internal Archives Fiefdoms, Isolation	LLP has its own processes and language
Risk Aversion	Executive and Legislative attention: LL paradigm "Flavor of the Month"
Processes non-existent or broken	Internal Archives being shared with/through LLP
Lack of LLP-Awareness Enthusiasm	Post-Risk Aversion: True Believer

NGA

A Learning Organization

Take-Aways

- NGA's mission – GEOINT
- NGA LLP – supporting the NGA mission using business processes
- NGA LLP connected to a diverse NGA/NSG/IC/DOD/LL community
- Strive for Awareness, Participation, and Enthusiasm to change NGA culture
- Successes reflect cultural shift toward LL
- JLLIS is key to the NGA LLP

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